

**CITY OF CARLSBAD  
CLASS SPECIFICATION**

**JOB TITLE:**         **METER SERVICES WORKER III**

**DEPARTMENT:**    **WATER DISTRICT**

**BASIC FUNCTION:**

Under general supervision, to perform as lead person providing functional supervision over Meter Services Worker I and II's; to perform semi-skilled work related to meter reading, testing, installation and maintenance of meters and related equipment; to perform customer service duties related to complaints and reported problems; and to perform other related work as assigned.

**DISTINGUISHING CHARACTERISTICS:**

The Meter Services Worker III is distinguished from the I and II level classes in the series by level of responsibility exercised the independence of actions taken; and is a lead specialized technical maintenance classification.

**KEY RESPONSIBILITIES:**

Perform all duties of the Meter Services Worker II and acts as crew leader in project assignments.

Supervise the daily work of subordinate Meter Services Workers, e.g., schedule and assign work, train new or less experienced personnel, review and monitor the work.

Assure accuracy through quality control methods and techniques. Perform field checks and inspects unread meters.

Investigate service and consumer complaints as trouble-shooter in resolving problems, e.g., conduct pressure and flow tests, verify unusually high or low readings, etc.

Restructure routes and establish new meter reading patterns as necessary.

Prepare summary reports and reviews related computer reports in course of determining work assignments.

Act as supervisor in his/her absence.

**DESIRABLE QUALIFICATIONS:**

**Knowledge of:**

Specific tools, equipment, materials and procedures used in utility meter

maintenance repair, testing, installation and reading work.

City street routes and location of meters and backflow devices.

Basic plumbing and piping systems in order to repair and maintain water meter systems.

Computerized meter reading devices, e.g., ITRON Datacap System.

Effective supervisory and training methods and techniques. Quality control methods and techniques.

Safe work practices and regulations, including traffic control, protective clothing and devices related to work.

Basic arithmetic.

Related City and Water District policies and procedures related to billing systems.

**Ability to:**

Effectively supervise subordinate personnel, including training, scheduling and assigning work.

Read and interpret computer printouts and operate microcomputers within the department to access information on water usage and customer billing accounts.

Effectively communicate with people from a wide variety of socio-economic backgrounds.

Deal tactfully and remain courteous and calm in tense and/or hostile situations.

Investigate and resolve complaints.

Perform mechanical maintenance and repair tasks.

Perform basic arithmetic calculations accurately.

Operate a variety of hand and power tools and other types of mechanical equipment.

Restructure meter-reading routes and establish new meter reading patterns, as necessary.

Conduct backflow, pressure and flow tests.

Enforce safety rules and regulations.

Carry out assigned duties in a safe and efficient manner.

Read basic blueprints to determine appropriate placement of new meters.

Conduct pressure and flow tests.

Maintain records and prepare reports accurately and completely.

Understand and follow written and oral instructions.

Work independently and efficiently to carry out assignments.

**EXPERIENCE AND EDUCATION:**

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Three years of progressively responsible Meter Services Worker experience and coursework in Water Distribution. Hydraulics and Cross Connection

**SPECIAL REQUIREMENTS:**

Possession of valid California Driver's License (Class C). Willingness to work overtime hours or respond to emergency calls in off hours as required. Certification as a Backflow Tester is required. Within the first year of employment, will be certified as a Water Distribution Operator in order to respond to questions related to customer services and may be trained in Hazardous Materials related to the response plan for emergency operations.

**PHYSICAL REQUIREMENT AND ENVIRONMENT:**

This position requires:

extended periods of standing and walking on a variety of terrains to read, repair and install meters;

upper body strength to lift, carry and manipulate meter boxes, registers and other related equipment; visual acuity to efficiently read meters and enter information into a computerized device for recording;

willingness to work in confined spaces which may expose employee to hazardous atmospheric conditions; and

use of respirators which prohibits full beards and facial hair that may interfere with safety as it relates to the confined spaces program.

The majority of work is performed outdoors and through inclement weather as necessary.